



# THE ACTION OF ONE

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IcebreakerOne.org

## User Needs Researcher (Open Energy)

Contract: Fixed Term - ASAP to end of February 2022  
Location: Flexible (working from home until further notice)  
Hours: Up to 8 days/month  
Rate: £400 per day

## About Icebreaker One

We are a diverse collection of like minded people whose expertise spans policy and science, finance and engineering, data and systems—working together to tackle one of the greatest challenges of our time. We need your help.

Our mission is to make data work harder to deliver net-zero outcomes.

## Open Energy (Pilot phase)

We have secured funding for the pilot phase of our [Open Energy project](#). During this phase we have six months (September 2021 to February 2022) to deliver a fit-for-purpose, market-ready, operational service, with a sustainable business model that directly meets the needs of its users. Working iteratively, collaboratively and in the

open, the objective is to take the work from the previous three phases (funded under the government's Modernising Energy Data Access) through a private-to-public scaling of the Energy Search and Access Control using Agile methodologies. Core to this phase is our Open Engagement, continuing to work directly with, and seek continuous feedback from, the energy industry. We will do this through Advisory Groups as well as 1-1 conversations and wider webinars.

## The role

### Reporting

Responsible for delivery to the Research Director and works closely with the Programme Manager, Project Manager, User Needs Advisory Group co-chairs, and Technical Lead.

Liaise and collaborate with other members of the Open Energy team and Icebreaker One to help ensure the successful delivery of the project.

### Responsibilities

- Review the criteria for assessing use cases that have already been developed
- Research to identify, prioritise, scope and document two new use cases that Open Energy will support. These use cases will be based on the suggestions made by the Open Energy Advisory Groups and other work that Icebreaker One has already conducted, unless research reveals use cases that are stronger and more viable
- Working with the Open Energy team to design interview questions for stakeholders
- Conduct stakeholder interviews
- Summarise the stakeholder interview findings to evidence use case development
- Write preparatory materials for review by the Advisory Groups based on research findings
- Take detailed notes in Advisory Group meetings to incorporate the feedback into your research and writing

### Results

The pilot phase has a set of delivery milestones that are required to meet our funding. The milestones relating to this specific role are:

Milestone	Success criteria	Due date
Use case 1 development initiated	Use case identified and work scoped	2021-12-23
Use case 1 development documented	Use case documented and published	2022-1-27
Use case 2 development documented	Use case documented and published	2022-2-24

### Knowledge, Skills, Experience

Demonstrable experience of:

- Desk-based research

- Structured, research-based interviewing
- Analysing interview outputs and writing up outcomes
- A working knowledge of the energy industry would be desirable but not essential
- An organised, highly analytical approach, able to synthesize a range of complex information into a coherent set of reports, opinions and recommendations
- Excellent writing skills
- Experience of sharing your work clearly and coherently with a wide audience
- The ability to work in a fast-paced, collaborative environment
- Familiar with using and applying Google Suite/Workspace, Slack, social media and other tools for working remotely and in the open.

## Are you an Icebreaker?

The organisation has been built from within and intends to continue to do that in the future to encompass all flexibility - that's in our DNA and that's what makes us different.

Icebreakers have the energy, passion and tenacity to deliver the purpose of wide-ranging challenges. On top of that, it is not just about what you can do but it is about how you do it as a member of the IB1 team. Online or in person we are all part of and will work together for the benefit of the Icebreaker One team and wider constellation.

Our aim is that everyone's team user experience (TUX) is about shared problem solving in open, collaborative and non-confrontationally challenging ways. We work in a supportive environment so that we can do and make things as best as we possibly can.

Icebreakers work with us on, sign up to and strive for the following in what they do and how they behave with their fellow Icebreakers and our wider community:

- A collaborative and collegiate approach - we are open by default - in a fast paced environment.
- It is what you can bring and what you want to achieve mixed with enthusiasm and a desire to do that alongside and not at the expense of others. This includes a willingness to help out and get stuck-in with any other reasonable tasks for your project that help us to achieve the deliverables.
- Appropriate use of feedback channels to share up front and friendly feedback - good friends honestly and fairly critique what each other does and it's ok to agree to disagree.

## The benefits of being an Icebreaker?

- Flexible working - to help you work around your needs and commitments we don't have work or meetings booked on a Friday!
- Remote working - we may all be working remotely but it doesn't get in the way of us working closely. Regardless of whether working remotely is by choice or by necessity - daily standups and regular work and non work related hangouts mean you are not alone.
- Supportive working - Bring and share what you know as you'll be working with people willing to learn and share knowledge and support from getting the most of the virtual / remote TUX through using GoogleDocs/GSuite to show and tell sessions ranging from essential research to sharing pictures of Christmas trees!

# Apply today

Please note that before applying you will need to ensure you have the right to work in the UK and can provide documentary evidence of this.

Email a CV or links to pages that show us what you have done and can do to help us to achieve our mission to **jobs@icebreakerone.org**

**Applications must be received by 0900 GMT, 1 November 2021.**

As a team, we are committed to equality and creating an inclusive culture with diverse and balanced backgrounds. We actively encourage applications from everyone and will help to support you to reach your full potential and to be yourself in a working environment based on dignity, respect and mutual support. If you have any queries or need any advice or adjustments at any stage of the recruitment process please contact us at the email address above.